

Developmental Disabilities Administration Waiting List Initiative FY 2012 *Services of Short Duration*

Resource Coordination Training
January 23, 2012

Services of Short Duration



Waiting List Initiative Funding

The difference between annualized and actual expenses for people in crisis resolution in the first year of operation creates the opportunity for DDA to use funding to meet important needs with services of short duration utilizing state only funds.

DDA proposes to fund service of short duration for all people in the crisis prevention category for this current fiscal year.

Services of Short Duration

Guiding Principles

Given that people on the DDA Waiting List in the Crisis Prevention category are at risk of crisis within one year, provide funding during FY 12 for services and/or supports to address and prevent the crisis from occurring.

Services of Short Duration

Guiding Principles

Services and supports shall be individualized, simple, meaningful, and address the immediate crisis need or its causes (triggers).

Funding can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis if taken care of.



Proposed Approach

1. Provide *funding for services and supports that address the immediate crisis and/or causes (trigger(s))*
 - *One time only such as payment of outstanding utility or medical bills, etc.) or*
 - *Short duration services such as respite services, behavioral support services, and intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis*

Information for People and Families

- Send **letters** informing people of the ability to access funding for services and assistance available.
- Develop “**frequently asked questions**” document and post on DDA website.
- Provide **user friendly guide** for people and families to understand intent of services, supports available, and resources available (i.e. DDA licensed providers, local services, funding, etc.).

Support for People and Families

➤ Provide assistance for people and families via DDA to identify service and support needs, service providers, and assist with request submission. Assistance with this can be obtained from:

- ✓ Resource Coordination providers
- ✓ Low Intensity Support Services agencies
- ✓ Family and Individual Support Services providers

Service Examples

Services of short duration should be individualized, simple, meaningful, and address the immediate crisis need or trigger(s).

Examples include:

Individual and family counseling	Personal care	Day care
Specialized equipment	Health Services	Respite care
Housing adaptations	Transportation	Barrier Removal
Therapeutic Services	Community integration services	
Medical equipment	Employment related services	
Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or the crisis reoccurrence		

Funding Guidelines



- Provide up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services.
- Provide funding for services to both DDA and non-DDA licensed service providers.
- Commitment (obligation) of funding until June 30, 2011. Services funded may carry over into next fiscal year.
- Utilize an exception protocol to meet unique needs or circumstances.

Resource Coordination Services



AGENT FOR THE PERSON

- Assist people in obtaining the best quality and most appropriate services and supports within available resources
- Assist people and families with applying for services (*including non DDA services*)
- Assist people and families is both short term and long term planning to achieve outcomes

Resource Coordinator's Role

- Provided people with a *range of the most integrated setting service options* that may be appropriate
- *Provide education* on the range of most integrated setting service and support options that may be appropriate to meet the person's needs and how to access services

When a need is identified, the resource coordinator:

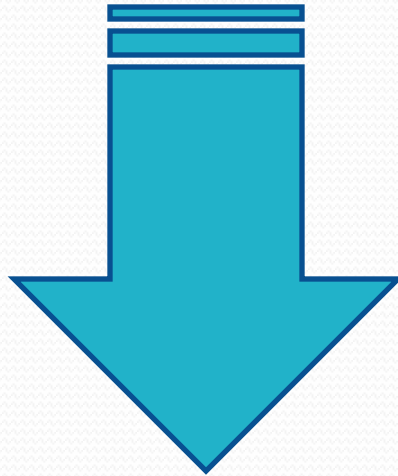
- Assists the individual through a planning process including;
 - ✓ choosing goals and outcomes,
 - ✓ the services needed to accomplish these goals and outcomes, and
 - ✓ the establishment of realistic time frames for meeting these goals and outcomes;

(Reference: 10.22.09.04)

When a need is identified, the resource coordinator:

- Brokers services to obtain generic and community services, services funded by the Administration, and natural supports;
(Reference: 10.22.09.04)
- Application assistance and follow up on status of referrals

Services of Short Duration



New Community Resource

Current Needs

Assess current needs and situation

➤ *People in Crisis*

- ✓ *Advise DDA Regional Office (RO) immediately*
- ✓ *Address immediate health and safety*
- ✓ *Complete Critical Needs Recommendation form and send to RO*

People, regardless of eligibility (DD, SO), determined to meet the crisis resolution priority category will be provided on-going funding for community services as per Waiting List Initiative FY 12.

Current Needs

Assess current needs and situation

➤ *People at risk of crisis*

- ✓ Assist people and families is both short term and long term planning to achieve outcomes
- ✓ Assist in obtaining the best quality and most appropriate services and supports within available resources
- ✓ Assist people and families with applying for services (*including SSD and non DDA services*)
- ✓ Brokers services to obtain generic and community services, services funded by the Administration, and natural supports;

Current Needs

Assess current needs and situation

➤ ***People with no crisis risk***

- ✓ *Advise DDA Regional Office (RO)*
- ✓ *Complete Critical Needs Recommendation form and send to RO*

People determined to no longer meet their current priority category will be notified of change in determination and advised of their appeal rights as per regulations and standard operational procedures.

Current Needs

All people - Assess current needs and situation and advise DDA regional office of:

- *Demographic Changes such as phone numbers, addresses, corrections to PCIS, etc.*
- *Changes to Designated Contacts*
- *Changes to primary caregiver and caregiver age*

Eligible People

- People determined to meet the DDA crisis prevention priority category as of December 9, 2012 data query and continue to meet the crisis prevention priority category criteria
- New people determined crisis prevention during the current fiscal year and continue to meet the crisis prevention priority category criteria

This includes people that are also eligible for WLEF, TY, and

Changes in SSD Eligibility

If someone received a letter regarding their ability to access the SSD funds and they then change priorities to current request, future need, or no longer eligible (e.g. move out of state) prior to submission of a SSD request, they are not eligible for the SSD funding.

Notes:

1. All people have the right to appeal any changes in priority determination.
2. Per legislation, the funding is designated for people on the WL in CR or CP category. They would not be in that category as of time of request.
3. Per the SSD implementation manual, funds are to be used to prevent crisis and address causes (trigger). The potential crisis would not be applicable at time of request and thus the reason for downgrade/change.

Funding Request

- Up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services during this current fiscal year (July 1, 2011 – June 30, 2012) only.
- All people on the crisis prevention list, regardless if they are from the same family or reside in the same home, have the right to access up to the full funding.
- If more than one family member is on the crisis prevention list, then up to 10,000 per person collectively is available to address the immediate crisis and its causes (triggers).
- Any one item whose cost exceeds \$10,000 will be reviewed by DDA even if the cost is covered by more than one person such as multiple individuals from the same family.

Funding Request

- Given people are at risk of crisis, request should be submitted as soon as possible to address the immediate causes (triggers).
- Request must be submit prior to end of fiscal year for funding commitment.
- Funding commitment must be made by June 30, 2011.
- Services funded may carry over into next fiscal year.
- Services should begin within a reasonable time after request.

Funding Request

- People targeted for the services of short duration funding that receive funding in the amount of \$10,000 and then subsequently submit a request for LISS funding during this fiscal year will be referred to services of short duration for an exception consideration.
- SSD funding can not be used for funeral or any services on behalf of a person that was eligible for SSD that subsequently dies

Funding Exception

- Understanding the unique needs and circumstances of each person and family, the DDA will utilize an exception protocol to meet funding request above \$10,000. Request will be reviewed and may be approved by the DDA.

Funding Exception

The following shall be considered for all exception requests (as applicable):

1. Service/Item justification

- ✓ Does the service/item align with the need identified?
- ✓ Are there special or unique circumstances (e.g. customized wheelchair)
- ✓ Is this service available from another source? (Duplicative?)
- ✓ What services/resources were explored?
- ✓ Is the service/item recommended by a professional? For what purpose? For what outcome?

Funding Exception

2. Urgency

- ✓ Does the crisis risk increase if funding for service/item is not approved?
- ✓ What is the impact or risk if the funding for services is not approved?

3. Impact

- ✓ *Does it address or seek to resolve or prevent reoccurrence of the crisis trigger?*

4. Cost

- ✓ Is the cost for services a reasonable and customary cost?
- ✓ Is there any lower cost service or item available that will meet the identified need?

Providers of Services

To meet the individualized needs and circumstances of people and families, the DDA will procure services of short duration from both:

- DDA license Family and Individual Support Services providers and
- Non-DDA licensed service providers.

DDA Licensed Providers FSS/ISS

Providers Admin Fee

- Shall not exceed 17% of the total cost of the service provided.
- Subject to post service audits.
- Providers are responsible to maintain detailed and accurate administrative costs in support of services of short duration.

Service Examples

- *Examples - one-time payments include:* payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

Service Examples

- *Examples -services or supports provided in steps over a designated period of time include: respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training), etc.*

Service Examples

Intervention Services

If any of the above or other identified services are clearly symptoms of larger in-home or family issue then it will be important to seek intervention services to prevent possible reoccurrence of the crisis trigger.

Intervention services are intended to help when the funding of one time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) or service needs are symptomatic of larger challenges. The challenge or situation will likely arise again unless there is help to resolve the systemic problem(s).

Service Examples

Intervention Services

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis.

The service(s) can vary from person to person and may be of a short duration, or may be very intense and time consuming upfront, that diminishes over time.

Service Examples

Some examples of intervention services include:

- Assistance ***identifying*** underlying challenge,
- Assistance ***navigating*** varied systems that may be stumbling blocks,
- Assistance ***intervening*** in financial issues where various communication and coordination may be needed,
- Assistance with ***coordinating or negotiating*** various appointments or meetings,
- Assistance ***strategizing*** for the bigger picture solutions, problem solving, advocacy with education or other areas,
- Assistance ***triaging for multiple resources*** to assist and/or intervene,
- Assistance ***visiting generic resources and providers***;
- Assistance ***finding supports in mental health, medical or other resources*** that may require help in applying, billing, or providing a service.

Service Examples

Different levels or options of intervention services can be recommended based on a service provider's assessment of the underlying challenges and issues such as:

- ***Short-term intervention services*** - Over the short term, it appears that the intervention service could help with a clear systemic problem and would take about 10 hours total.
- ***Moderate level of intervention services*** - While the issues might be clear, there are several items that will take the family/person and staff time to sort through, problem solve, address, and would likely take up to 30 staff hours to do so.
- ***Extensive intervention services*** - The situation might require a significant amount of time for the staff to “listen and learn”, help to frame the overall issues, help to establish and carry out an intervention plan, and come to resolution on one or more issues that may require up to 60 hours of staff time.

Outstanding Debt

*Funding request for outstanding debt, that the **only benefit/result is to decrease the financial impact for the bill collector/vendor** and does not stop the foreclosure, utility shut-off, or other aversive action being taken, shall be reviewed by the DDA and may be denied.*

Intervention services and strategies to address outstanding debt and personal credit shall be explored and offered. Consideration as to whether the financial support could provide some time to develop a long-term solution (e.g. strategies to pay the debt, time to find a job, more time to relocate, or time to figure out another solution) shall be considered.

Respite Services

Respite services can not be provided by a person residing in the same residence.

Respite services funded under this initiative shall be based on the unique needs of the person and family and will not be limited to days per year or frequency of consecutive days.

Funding Request - Inquiries

1. Should families be able to access the SSD funding when the person (who is on the DDA waiting list in the CP priority) does not currently reside in the home with the family?
 - Some children are supported by DHR or MSDE with funding and programs reside in out of home placements.
 - Some receive services out of state.
 - The goal is always to attempt to reunite families.
 - These individuals may visit with family members on weekends or periodically. Some have no contacts with their families.
 - These services continue until the child turns 21 for which time they may return to their family or enter other long term services systems such as DDA.
 - For individuals where families are considering reuniting, request to modify the home to be more accessible, address safety issues, outstanding debt, etc. could be considered and approved.
 - For individuals where families have made it know that they do not intend to assume care or supports, request may be denied as they would benefit the family only.

Funding Request - Inquiries

2. If parents are separated or divorced, can they both request SSD funds?
 - Request will be considered based on the exception process and previous answer.
3. Can a family member receive payment for services provided in the home?
 - No
4. Will SSD cover speech, tutoring, occupational therapy?
 - Request will be considered based on the exception process to include inquiry as to whether the service available from another source such as health insurance, entitled school services, etc.
5. Will SSD cover services for Extended School Year (ESY) eligible individuals?
 - Yes

Funding Request - Inquiries

6. What services, if any, can go after June 30, 2012? I know there was mention that services could go beyond the commitment date of June 30, 2012, but what is the stop date of those services? Is it just summer camp or is that option available to other services and supports such as: Respite, Day Care, Behavioral Supports, Medical Day Care, etc.
- Services can carry over into next year.
 - Respite services, provided by independent contractors, for the next FY are being explored.
 - Services should begin as soon as possible and within a reasonable amount of time.
 - Services should not be planned for next later in FY 13.
7. Are there to be timesheets for Respite Care because of the huge amount that can be awarded?
- Yes, timesheets are required as proof of delivery of services for independent contractors.
 - All services are subject to audits.

Funding Request - Inquiries

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Request Form Process

1. *Identify the service(s) and supports that will address the immediate crisis and its causes (triggers)*
2. *Complete the Services of Short Duration Request form*
3. *Submit the Services of Short Duration Request form to a DDA LISS agency*
4. *The LISS agency will review the request form and process payment for services or supports as appropriate.*

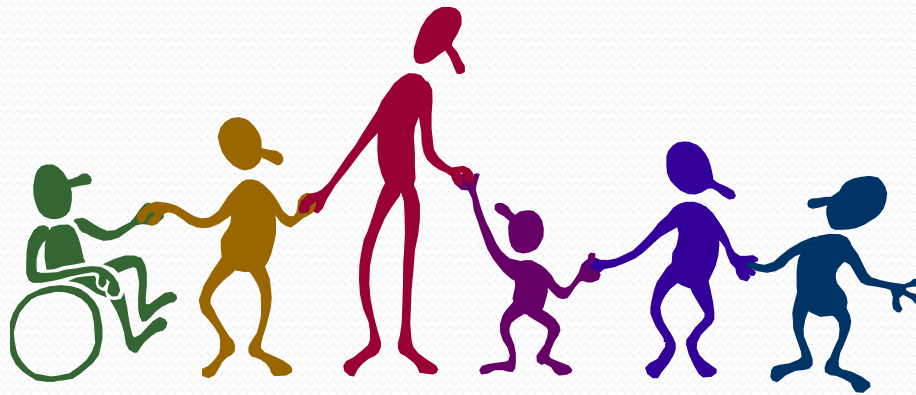
Request Rationale

To assist with review and consideration for unique request:

- Include rationale for request and explain connection to crisis and/or causes (triggers) in form or on an attached page.
- Share details regarding your planning efforts, coordination efforts, next steps, and long term plans.

Note: DDA may request additional information for exception determination. Providing information initially will decrease decision time frame. Refer back to exception consideration and elaborate on how the request addresses or seek to resolve or prevent reoccurrence of the crisis trigger.

Initial Targeted Group Demographic Data



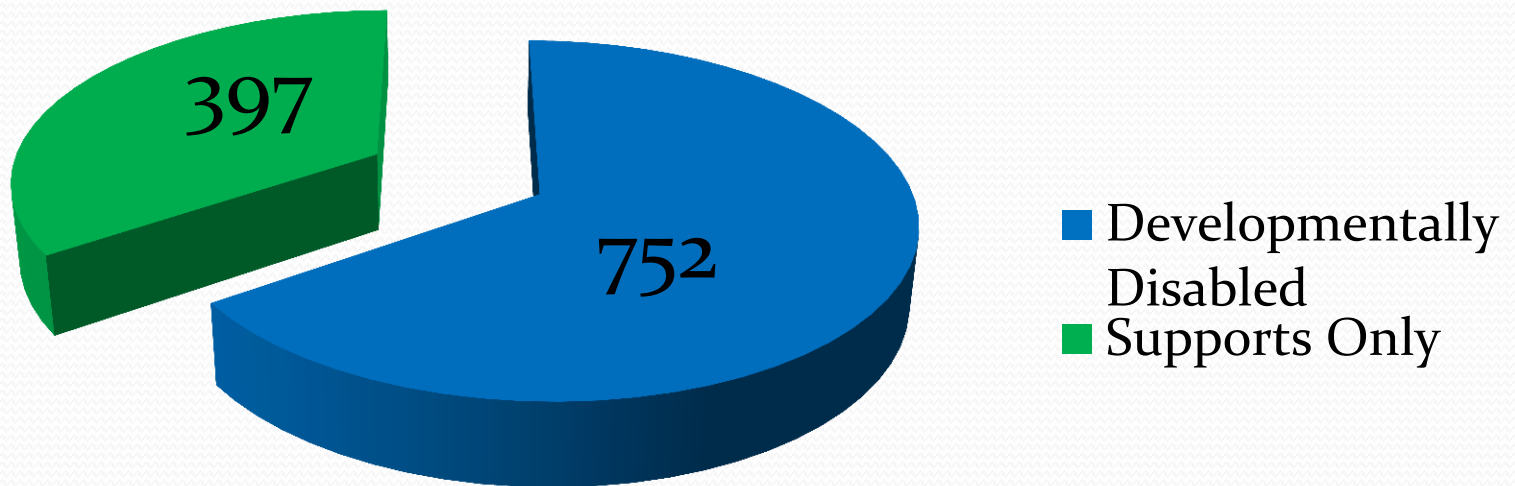
Target Group

- Everyone in crisis prevention priority category
 - Both eligibility (DD and SO)
- Any one determined crisis prevention this fiscal year

Target Group- By Region

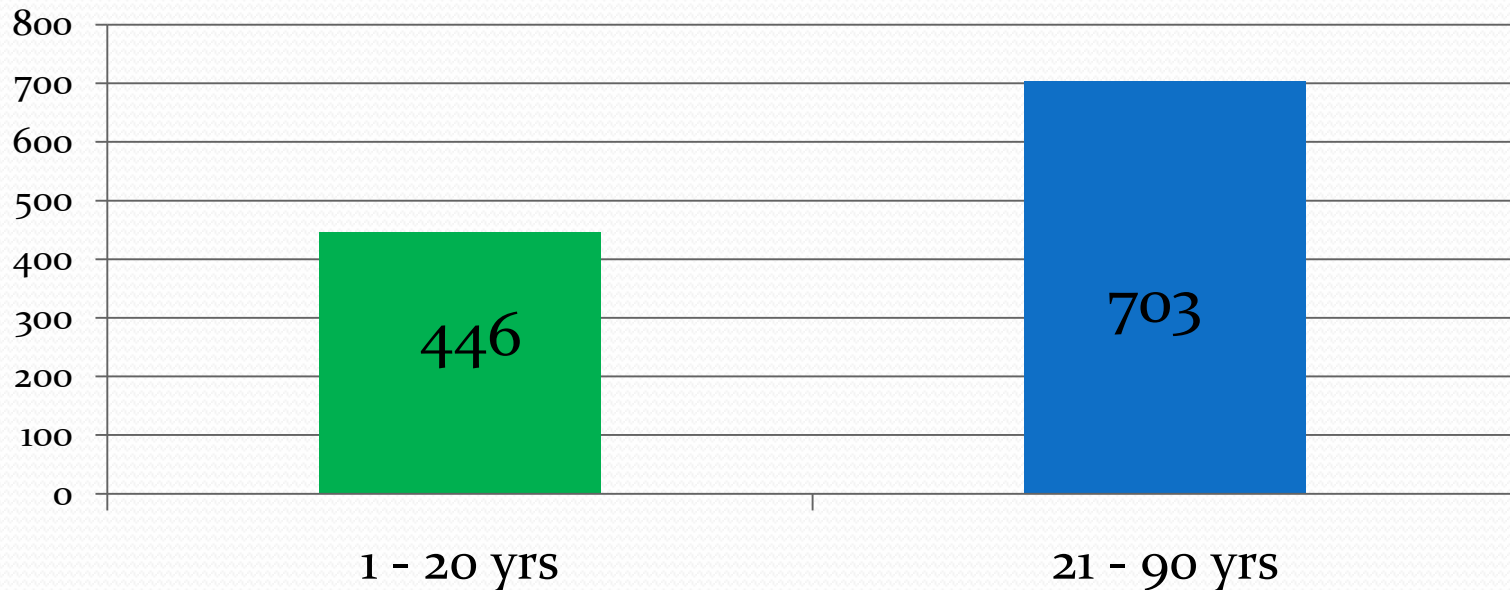
Region	# of People in CP Priority as of 12/9/11
Central	372
Southern	394
Eastern	168
Western	215
Total	1149

Target Group DDA Eligibility Category



Target Group By Age Range

of People



Age	1 - 20 yrs	21 - 90 yrs
# of People	446	703

Note: There are 121 individuals 20 – 21 years old that would also be eligible for Transitioning Youth services.

Crisis Prevention

Services of Short Duration

Preliminary Data – People

	December 15, 2011 January 20, 2011	Percentage
Total People Targeted	1149	N/A
<i># of People who submitted a Request</i>	42	3.7% (42/ 1149)
<i># of People who have not submitted a Request</i>	1107	96% (1107/1149)

Notes:

1- People and families are exploring options and seeking assistance from resource coordinators, LISS agencies, DDA licensed Family & Individual Support Services providers, and other resources before submitting their request(s).

2-Data as of January 20, 2012 reflects unduplicated people.

Crisis Prevention

Services of Short Duration

Preliminary Data - Request

	December 15, 2011 January 20, 2011	Percentage
<i>Total Requested Services/Items</i>	107	N/A
<i># of Request Approved</i>	83	78% (83/107)
<i># Pending DDA Exception Decision</i>	11	10%(11/107)
<i># Pending Additional Information from Person</i>	13	12% (13/107)

Notes:

- 1-Data reflects 42 unduplicated people with multiple requests as of January 20, 2012
- 2- Exception process established for consideration of unique needs and circumstances and funding request above \$10,000
- 3- People and families are identifying service providers which results in the request being placed in a “pending” status.

Approved Services/Items Request

Service/Item	#	Service/Item	#
Attendant Care/ Personal Care	5	Intervention Services	4
Community Integration	3	Respite	21
Crisis Intervention	3	Specialized Equipment	3
Day Care	2	Therapeutic Services	1
Employment	1	Transportation	1
Health Services	18	Other	16
Housing Adaptations	5	Total Request = 83	

Notes:

- 1- Respite and health related services are the highest requested services
- 2- "Other" includes various items and services such as payment of bills (e.g. medical, utilities, heating, water), dental sedation, taxes, rent, prescriptions, refrigerator, etc.
- 3- Data reflects duplicative counts as people requested more than one service/item as of January 20, 2012



Questions